

# Looking after your safety

**Here are some of the ways we're adapting to protect you during the current COVID-19 crisis.**

We're happy to be opening from April 12th 2021 and are looking forward to welcoming our guests back with pre-booked reservations. We will be open for outside dining on the terrace, 7 days a week from 12-10pm. In accordance with government guidelines bedrooms will be available for stays for the following purposes:

- A guest who is unable to return to their main residence
- Uses it as their main residence
- Needs it while moving house
- Needs it to attend a funeral, linked commemorative event or following a bereavement of a close family member or friend
- Is isolating themselves from others as required by law
- Is an elite athlete (or their coach or parent) and needs it for training or competition
- Needs it for work purposes, or to provide voluntary or charitable service
- Is homeless
- Was staying there when England entered lockdown
- Needs it to attend education or training
- Needs it to visit a person who is dying
- Needs it to care for a vulnerable person or seek respite from doing so
- Needs it to attend a medical appointment or treatment
- Needs it as a parent for the purposes of access to a child where the child does not live in the same household as their parents or one of their parents

At present we are not able to serve food & drink inside communal areas however a continental breakfast can be pre-booked for room service. This will be from 12th April to 17th May.

## **Our guests**

Please check the latest government advice before travelling or making reservations. To protect you and your guests, we ask that you complete a health questionnaire on behalf of your party. Only visitors with bookings and completed questionnaires can access the Riverhouse. We also request that you stay home and safe if you have any of the symptoms associated with Covid-19.

There may be a small queue when you arrive with us. Our team will act as your guides, communicating how to do this in the safest way. They'll also brief you on new hygiene and health and safety measures so you can move around the public areas and facilities. A non-contact thermometer is available at reception which we would kindly request your permission to take your temperature.

For dining in the garden and on the terrace, we can offer tables for up to two households (including support bubbles) or up to six people, from any number of households.

Should you or any of your party catch Coronavirus-19 within a few days of your visit to the Riverhouse, we'd be grateful if you could inform us, so that we can alert other guests and team members who were on the premises at the same time.

  
RIVERHOUSE

## **Our team**

Our team will be well versed on the new guidelines regarding COVID-19 secure health & safety protocols. These include hand and uniform hygiene, wearing PPE if appropriate, social distancing, working proximity and daily temperature checking. Team members will stay home and seek medical attention if they, or someone in their household, has any symptoms.

Our employees know what to look out for and how to report possible cases of COVID19 to senior managers and external authorities as required.

## **Distancing**

We are accommodating 1m+ social distancing within the Riverhouse, inside and out. There will be signs and floor spacing markers to assist guests with careful way finding and will use one-way systems where practicable.

## **Sanitisation**

We'll clean the Riverhouse extensively with our new state of the art cleaning technology to provide a sanitised, virus-free environment with three layers of powerful protection that is safe and sustainable.

### **a. Tersano – cleans and sanitises**

An award winning green technology that converts water into a powerful cleaner and sanitiser. Attracted to germs and bacterias, it quickly eliminates contaminants and it's a simpler, safer, more sustainable method of cleaning.

### **b. Airborne ozone pod – offering further sanitisation**

A specially designed ozone generator which disperses airborne ozone particles to kill all pathogens within our bedrooms and dining areas. With rooms closed, the pod disperses ozone particles to kill 99.99% of all pathogens – including a COVID-19 surrogate. The process then reverses to convert the ozone back into oxygen.

### **c. Zoono – protects surfaces**

An antimicrobial technology providing a shield against the virus on hands and surfaces. It creates a scientific layer that bonds to surfaces with optimised even coverage, leaving no part of the surface unprotected. This protective layer attracts pathogens which burst virus' and bacterias on contact.

Once applied, Zoono is active for up to 25 days on surfaces and on hands for 24-hour protection. We're requesting all guests to sanitise their hands-on arrival with us.